



Fiscal Year 2003/2004 Update

Caring for a Community



HUMAN SERVICES DIVISION
Community Services Department

*Responding creatively and
effectively to human service
needs to enhance the quality of
life of Scottsdale residents*



Members of the Human Services Advisory Commission believe that all individuals are entitled to have their basic needs met, such as housing, food, clothing, utilities, health care and transportation. Unfortunately, the need for essential services continues to grow each year. Over the last ten years, the number of working poor in Maricopa County grew 42.9% from 369,791 in 1989 to 528,451 in 1999 according to Poverty in Arizona 2003. Arizona Community Action Association (ACAA) defines “working poor” as people who have incomes equal to or above the poverty level, but less than 199% of the poverty level. For 2003, the Poverty Guideline for a family of four was \$18,400 annually. Per the U.S. 2000 Census, 11,650 Scottsdale individuals live in poverty.



ble the amount of funding available. Members of the Human Services Commission and Human Services staff utilized the information from the needs assessment in the 2004/05 Funding Process and incorporated it into the Human Services Five-Year Plan.

The 2002/03 Fiscal Update announced the Ready to Learn Initiative. Ready to Learn is a community initiative that educates citizens about the importance of early brain development in children. In October 2003, Mayor Mary Manross offered her support by issuing a proclamation for Ready to Learn month. During fiscal year 2003/04, Human Services staff reached out to the community to share this valuable concept. Approximately 560 participants attended presentations given through community events, conferences or workshops.

We as a commission want to thank all of the human service volunteers, non-profit agencies and the Human Services staff that make essential services available for Scottsdale citizens. We realize the importance of our commitment and thank you for the opportunity to serve you.

Sincerely,

Diane Fausel, Chairwoman
Dave Bachmann, Vice Chair
John Bitenc
Aliki Coudroglou, Ph.D.
Kathleen Hemmingsen
Seymour Resnick
Donna Reid

During 2003, a needs assessment, “Building Blocks for the Future,” was completed by all of the East Valley cities in collaboration with Mesa United Way and Valley of the Sun United Way. The results of the assessment were compiled and presented to over 400 attendees on November 14, 2003. Many great things resulted from the assessment, including a continued collaboration between the East Valley cities and both United Ways, as well as a shared knowledge of common needs between persons in various cities. One of the desired outcomes of “Building Blocks for the Future” is that the East Valley cities and both United Ways will work together towards funding as many programs as possible based on need and eliminate any unnecessary duplicated efforts. Each year, we receive agency requests for dou-

The Human Services Advisory Commission advises the City Council on such matters as making recommendations for Human Services funding, improving or modifying existing human services, coordination of private agencies delivering human services and citizen involvement in human service programs and activities. The Human Services Commission meets at 5:00 p.m. on the 2nd Thursday of each month in the Kiva at City Hall and on the 4th Thursday of each month at various Human Services facilities in Scottsdale.



When people think of Human Services, the most common thought is of people helping others through a difficult time in their lives. While this is true, it is also very true that Human Services is Economic Development for the community, as well as Economic and Human Development and Stabilization for our residents. Let's look at the many ways we provide these opportunities to the residents of Scottsdale.

This fiscal year, we were active participants in the regional Earned Income Tax Credit Program (EITC). Through this program, wage earners making less than \$30,000 per year (approximately 4,795 in Scottsdale) had the opportunity to receive up to \$4,204 back in Federal Income Tax dollars. Those who apply for the tax credit use the money to pay bills, buy a car or for some other way to enhance their lives. Through this program

over \$10 million new dollars was brought back into the Scottsdale economy.

Through our First Time Homebuyers Program six Scottsdale families each received \$25,000 in CDBG funds for down payment assistance and closing costs. The homes purchased averaged \$121,500. This provided economic development to the community and economic stabilization for the families.

Our Family Self Sufficiency (FSS) program is just that, an opportunity for families to become self-sufficient. Families receiving Housing Choice Vouchers (HCV) have the opportunity to sign up for the FSS program. In so doing, they are indicating that within 5 years they will be self-sufficient and welfare free. We assist by providing case management, workshops, and the establishment of an escrow account for their increases in earned income. Current participants have increased their income by 70% since they have been on the program. All four of the 03/04 graduates attended school

while on the FSS program, one graduate obtained her Masters. The average time on the FSS Program for the four graduates was 3 years 9 months. The combined earned income at the start of program was \$20,474 and the combined earned income at the date of their graduation was \$162,213 an increase of 692%. The average of the escrow checks received by those who graduated was \$7,125.22. Three of those graduates used their escrow to move from HCV rental assistance to first time homebuyers.

Through our Ready to Learn Initiative, 560 participants were taught about early childhood brain development. The brain is the least developed organ at birth, with 90% of the brain's growth occurring from zero to five years. Through our Ready to Learn program parents and caregivers are taught simple things, such as how talking and reading to a child can significantly increase the child's vocabulary and thus their success as they start school.

Our Back to School Clothing program gave 610 children new clothes, haircuts and backpacks so that they could return to school in a positive manner. We provided quality after school programs for 544 youth ages 6-12. During these programs, as well as in our intergenerational programs tutoring is offered with participants increasing their grades in school. Longitudinal studies through the Education Research Foundation demonstrated that for every \$1 invested in high-quality early education programs there is a corresponding \$7.16 in long term savings in criminal justice, welfare, remedial education and other costs. When children succeed in school they tend to stay in school. Recent dropouts will earn \$200,000 less than a high school graduate will. Dropouts make up nearly half the heads of households on welfare. Dropouts also make up nearly half the prison population. In Arizona, the average cost per day for an inmate is \$55.

In our senior services programs, through our social and recreational program and case management activities we are assisting seniors to continue a high quality of life and avoiding long term care facilities. The average cost for a person in an Arizona long-term care facility is \$175 per day.

In the last fiscal year, to assist residents through a difficult time, and many times to prevent homelessness, we provided rent or mortgage assistance to 416 families and assisted 782 families with utilities. We also provided 2,099 food boxes and clothing for 4,846. These are all ways to keep families from being displaced and often times keeping them in the workforce.

As I personally reflect on everything that has been accomplished this last year, I must continue to pause and give thanks. I am very grateful for the Human Services Commission, for their commitment to Human Services, our community and those we serve. I am grateful for our 855 volunteers without whom we

could not do all that we do. I am grateful to the many donors who continually support our programs. And last, and certainly not least, I will be forever thankful for our caring staff that continually go out of their way to enhance the lives of so many in such a gracious manner.

Human Services is Economic Development for the community and Economic and Human Stabilization for our residents.

We look forward to the next fiscal year and continuing with Economic Development and Economic and Human Stabilization for those we serve.

Sincerely,



Connie James, MSW,
LCSW
Human Services Director

Vista Del Camino

7700 East Roosevelt
480.312.2323

Program/Facility Description

Vista del Camino provides a variety of services that meet the basic needs of families in crisis, relieve economic and emotional stress and assist clients to maintain self-sufficiency. These services include food, clothing and emergency financial assistance for housing, utilities, transportation and special needs. Vista del Camino works in collaboration with Salvation Army, the local St. Vincent de Paul Councils and Concerned Citizens for Community Health.

List of top services in FY 2003/2004

2,479
Unduplicated households received emergency services

2,099
Emergency food boxes distributed

610
Children assisted through Back to School Clothing Program

964
Families assisted in the Holiday Adopt a Family Program

4,846
Individuals received clothing at the clothing bank

Program Highlights in FY 2003/04

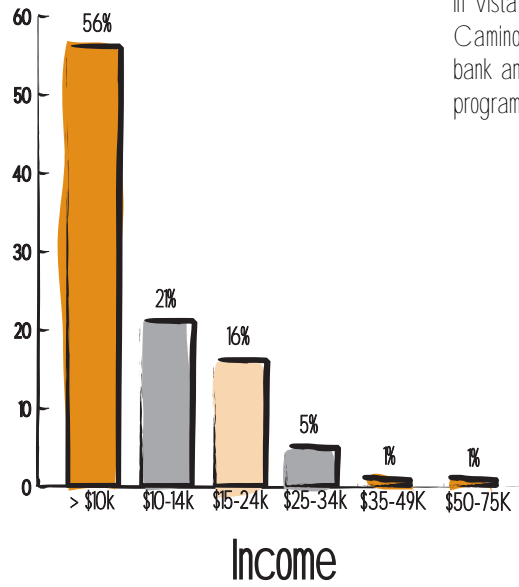
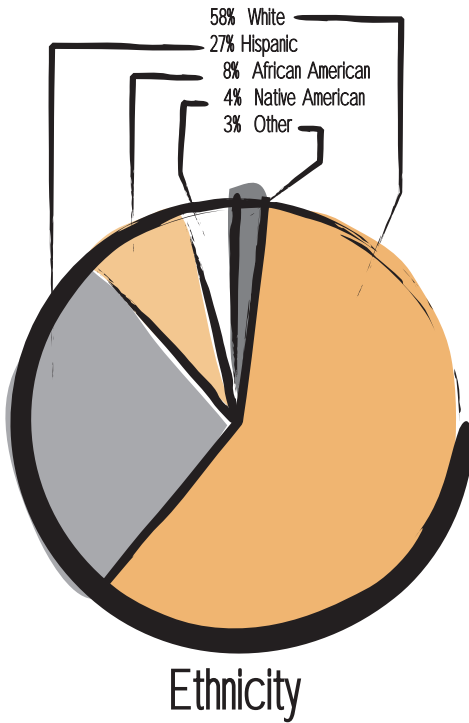
- Financial assistance totaling \$176,069 was provided to 416 families to prevent eviction and homelessness.
- Utility Assistance totaling \$159,674 was provided to 782 families
- Volunteers provided 10,063 hours of service working in the food bank, clothing bank, Back to School Program, holiday programs and senior lunch program.

Volunteers preparing for the weekly senior lunchProgram at Vista del Camino.





These are two long-term, dedicated volunteers who work in Vista del Camino's clothing bank and holiday programs



Vista del Camino Ballet Folklórico dancers practice for their second Disneyland performance.

Paiute Neighborhood Center

6535 East Osborn Road
480.312.2529

Program/Facility Description

The Paiute Neighborhood Center (PNC) is a multi-dimensional community center utilizing 30,000 square feet of space that was once an elementary school. The center provides services and programs for a multi-generational and diverse neighborhood population. PNC provides a variety of services and programs that include community recreation, social services, health and wellness programs and educational opportunities.

List of top services in FY 2003/04

16,273
Information and referral
for all services

507
Legal

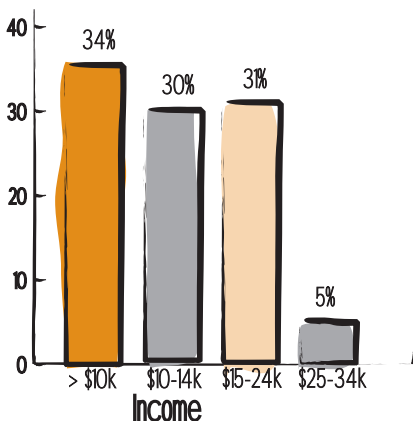
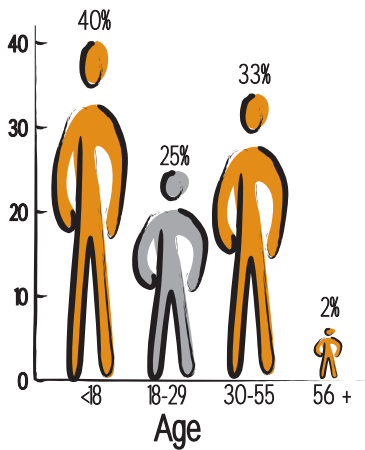
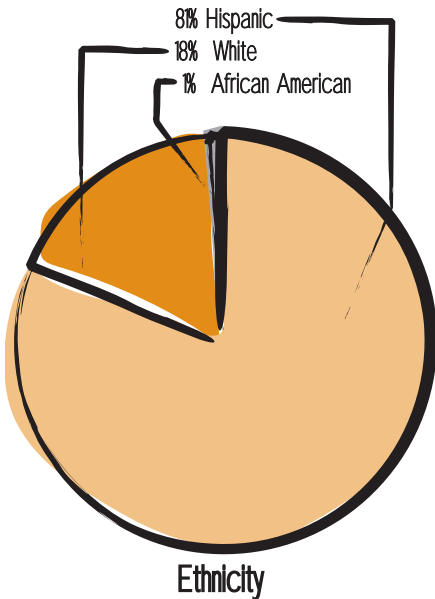
743
Outreach - Educate
neighborhood on services
available

311
Translation/Interpretation

158
Supportive Counseling

Program Highlights in FY 2003/04

- Maricopa County HEADSTART provided 9,000 hours of early childhood learning for 34 children, ages 3 through 5.
- In March, 10 students went to Disneyland, CA as a reward for their hard work in the after-school tutoring program. Funding for the trip was provided from grants funds awarded by Scottsdale Community Foundation and Partners for Paiute.
- The PNC After-School and summer programs provided services for 544 youth ages 6 thru 12.
- Scottsdale Center for the Arts (SCA) administered a \$10,000 grant PNC received from Richard Romley, Maricopa County Attorney, to provide art workshops for at-risk kids. SCA and Scottsdale-South YMCA collaborated with PNC to provide the youth programs with artists from the Artist in Residence Program.





Artists create the six pillars of character and character counts mural to encourage youth to practice trustworthiness, respect, citizenship, responsibility, fairness and caring.

The Paiute After-School Program and Scottsdale Boys and Girls Club end of the school year award ceremony.



Monthly potluck at the new senior center in building number 7. The grand opening was in October 2003.



Youth and Family Services

4201 North Hayden Road
480.312.7922

Program/Facility Description

Youth and Family Services offers teens and families programs that include supportive counseling, teen employment, court-ordered diversion services, behavioral health assessment, and educational workshops that teach money management, study, social and life skills. Through these programs, teens learn how to make better choices, and parents learn problem-solving skills that assist in managing family stress. Youth and Family Services' mission is to equip youth and

families with the skills and knowledge necessary to provide a smooth transition from adolescence to young adulthood. Other services provided are educational resources and training that support the Ready to Learn Initiative, and the Mayor's Youth Council. Teens accepted to the Mayor's Youth Council learn about local government and have the opportunity to meet with key staff members throughout the organization.

List of top services in FY 2003/2004

Teen Employment Program

319 youth received services

Juvenile Diversion Program

468 families served

Outreach-Assessment & Supportive Counseling

148 families served

Ready to Learn Presentations

560 participants attended

Scottsdale Mayor's Youth Council

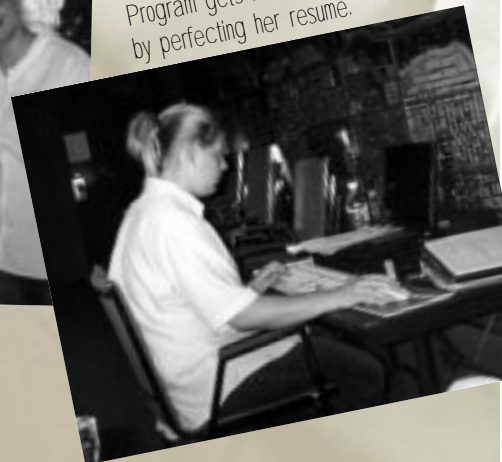
45 high school students
were members

Teens and their mentor share a smile after completing a weeklong orientation and leadership training before heading off to a summer internship.

Members of STOMP (Scottsdale Teens on a Mission for Progress) receive goodie bags at the annual Human Services Volunteer Recognition program.



A participant in the Teen Employment Program gets ready for an interview by perfecting her resume.

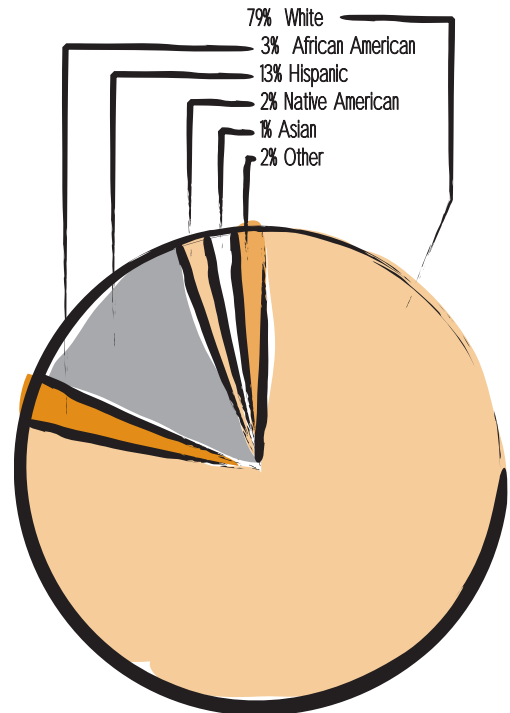


Program Highlights in FY 2003/04

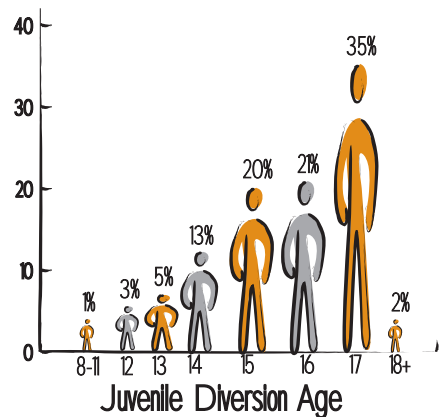
- On Saturday, April 24, Teen Employment staff participated in another successful collaborative job fair in Tempe. Over 100 teens attended the job fair, and approximately 14 employers from around the valley were represented. This event included an “ask the expert” booth that provided teens with advice and tips on filling out applications.
- Staff provided Ready to Learn “Train-the-Trainers” workshops and community presentations to nearly 560 parents and community members. Information was provided through e-mail, web sites, and various community events.
- Youth & Family Services partnered with the Police Department and the Prosecution Office in the development of the “Party Patrol”. This was a targeted effort to reduce underage

drinking, and focused on prevention and intervention. Youth Services staff accompanied the Party Patrol unit during prom weekends and provided information on services available for youth cited for alcohol charges.

- Youth & Family Services staff joined with the Adapted Recreation staff to develop a life skills series for the “Teen Connection” youth participants. The series curriculum will be developed and facilitated by Youth and Family staff. A pilot workshop of the series was launched in March 2004 focusing on communication skills. This workshop was received with great enthusiasm and interest from all participants and staff, which initiated a continuation of work shops. Based on expressed interest, future topics will include: “friendships”, “peer relationships” and “dealing with bullies”.



Juvenile Diversion Ethnicity



Juvenile Diversion Age

Civic Center Senior Center

7375 East 2nd Street
480.312.2375

Program/Facility Description

The Civic Center Senior Center (CCSC) campus encompasses four buildings of approximately 20,000 square feet. Offered at the senior center are a wide variety of recreation, education, health, wellness and social service programs. These programs are provided through the combined efforts of City of Scottsdale staff, volunteers and various non-profit groups and agencies. The center is open six days a week and offers many satellite activities to serve the needs of older adults living in Scottsdale and surrounding areas.

List of top services in FY 2003/04

Recreation Classes and Programs

387 events with 57,126 contacts

Customer Contacts

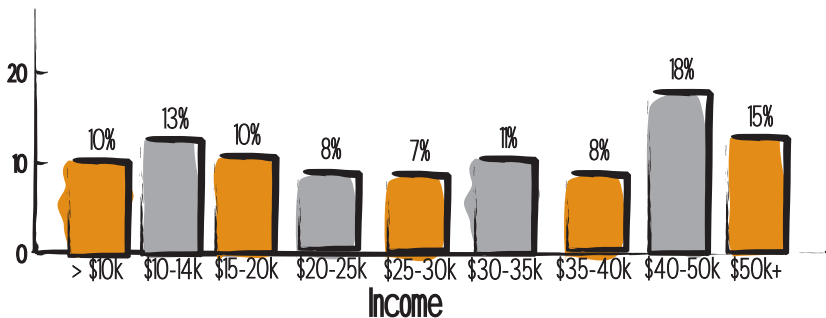
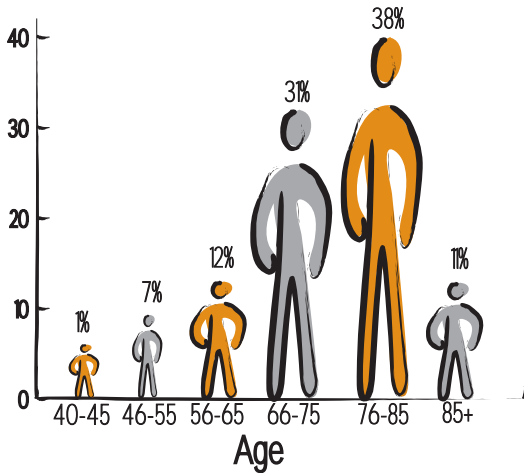
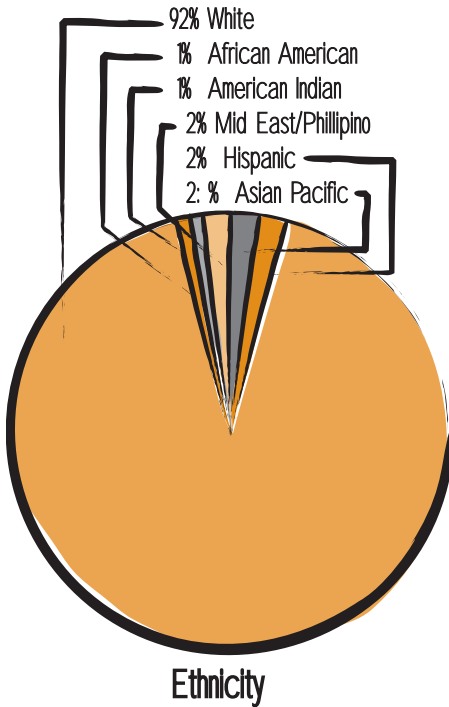
307,546 contacts

Volunteers

236 people
28,529 hours

Social service programs and screenings

33,849 contacts



Josie's Holiday Corner is a wonderful example of the items made and sold by seniors at the annual Arts and Crafts Fair held at Civic Center Senior Center. 2003 marked the 20th anniversary of this yearly event.

***Program Highlights in FY
2003/04***

- The Annual Entertainment Extravaganza and Ice Cream Social events held this year were very successful.
- On July 10, 2004, ground broke on the McDowell Village Development site, located at Granite Reef and McDowell Road. The development

will house a new Senior Center, 223 senior housing units, retail/restaurant space and possibly the Stagebrush Theater. The 37,500 square feet Senior Center will feature a large dance hall, lunchroom, fitness room, computer lab and multi-purpose classrooms. The Center is estimated to open in the fall of 2005.

- On a yearly basis the Civic Center Senior Center offers over 185 different classes. We also offer on a monthly basis, 12 support groups, 6 health/ wellness programs and 5 satellite activities.



The senior center could not exist without help from our caring team members and super volunteers. Pictured here is Eddie Quintana and some of our great concierges and volunteers.



The Annual Senior Prom with Saquaro High School Honor Society was a smashing success once again.

Via Linda Senior Center

10440 East Via Linda
480.312.5810

Program/Facility Description

The Via Linda Senior Center has 20,000 square feet of offices and programmable space. The Via Linda Senior Center offers a variety of recreational programs and events, social services and health and wellness programs. These programs and services are provided through the combined efforts of City of Scottsdale staff, volunteers and various non-profit groups and agencies on a year round basis. The center is open six days per week and offers many satellite activities to serve the needs of older adults living in Scottsdale and surrounding areas.

List of top services in FY 2003/2004

Recreation Classes and Programs

424 events
with 63,385 contacts

Customer Contacts

304,300

Volunteers

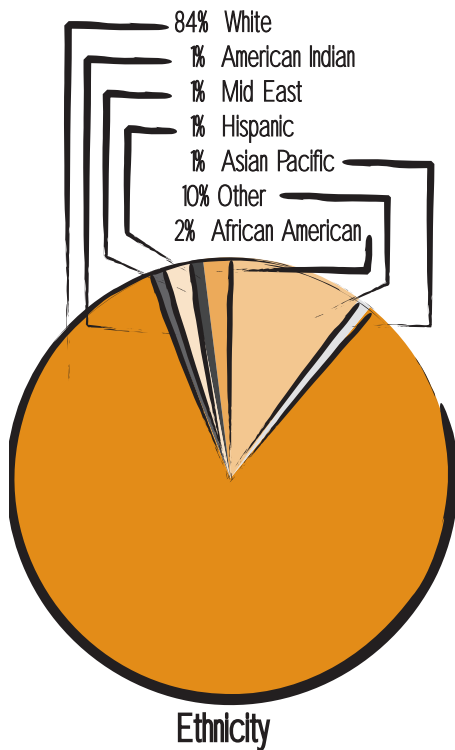
247 people
with 20,012 hours

Social Service Programs and Screenings

35,295 contacts

Program Highlights in FY 2003/04

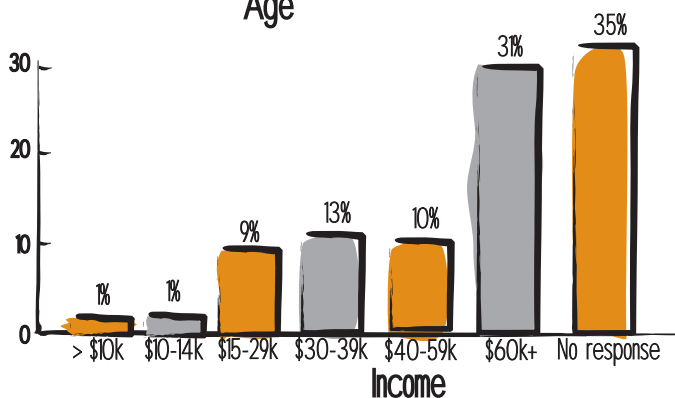
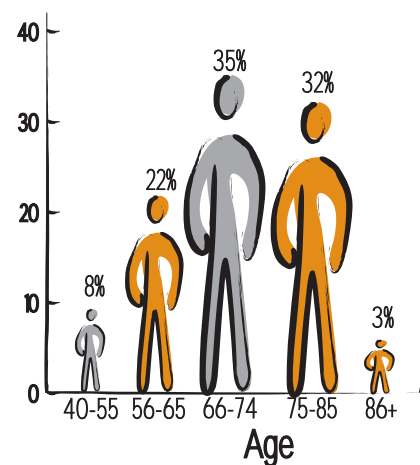
- The Via Linda Senior Center offers over 250 leisure education classes throughout the year. Topics range from Art, Computer, Dance, Exercise and Foreign Language to a variety of Personal Development options such as Bridge, Mah Jongg and Creative Writing. Over 22,000 individuals attended the many and varied courses and workshops offered at the Via Linda Senior Center. In addition, we are a host site for Parks and Recreation classes, in addition to those we coordinate, with an attendance of 1,853.
- There were 3,664 participants in 15 different support groups offered at the Via Linda Senior Center. The groups continue to deliver and expand the supportive services offered to our community. Since Fall 2003, three new support groups (Mended Hearts, Divorce Support and Bi-Polar Depression) have been implemented as a result of citizen's requests. With the help of new volunteers serving as peer support leaders, the new groups have grown to full capacity, serving an additional 120 members each month.
- There were 203 isolated Scottsdale seniors served through the summer Beat-the-Heat and winter Adopt-A-Senior expanded programs. The program is entirely supported by the community with large and small gifts from 242 donor groups. These programs help meet the needs of a vulnerable, but hidden Scottsdale population by providing practical resources as well as a direct contact to city and agency services.



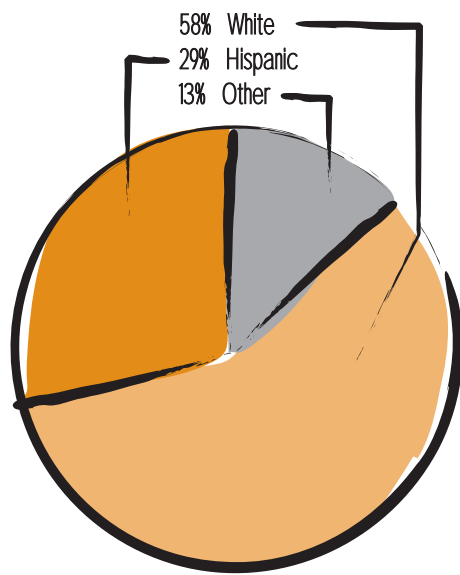
Every Monday, Wednesday, Friday and Saturday this lively Aerobics class meets to work up a sweat! Other fitness opportunities include: Body Toning, Chair Aerobics, Line and Swing Dances, four different Tai Chi courses and four Yoga classes.



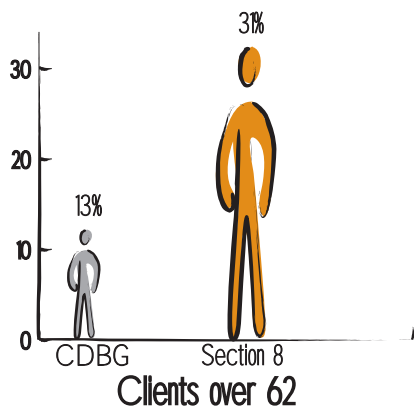
The 2003 Halloween Costume Contest and Party hosted seniors and children from the Piper Branch Boys and Girls Club - all in costume! This is only one of 30 special events held throughout the year at the Via Linda Senior Center.



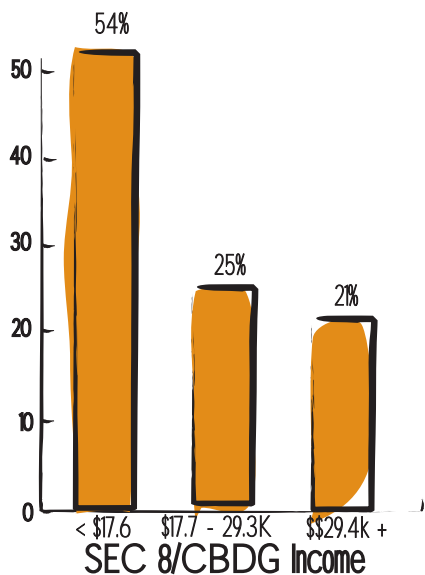
Via Linda's collaboration with SeniorNet Learning Center enables 3,766 registrants annually to utilize state-of-the-art computer technology. This unique partnership provides equipment, technical support, teaching materials and instructors at no cost to the city.



SEC 8/CDBG Ethnicity



Clients over 62



SEC 8/CDBG Income

Community Assistance Office

7522 East First Street
480.312.7647 · CDBG/ 480.312.7717 Sec. 8

Program/Facility Description

The Community Assistance Office provides Section 8 Rental Assistance to more than 660 low-income families in collaboration with the U.S. Department of Housing and Urban Development (HUD) and the private rental community. The Family Self-Sufficiency and Job Prep program provides services to over 100 low-income citizens annually, who are committed to improving their work-life skills and their future. The Community Assistance Office also manages more than \$2 million in Community Development Block Grant (CDBG) and HOME federal grants, in addition to local grant funds for housing and human services contracts and programs.

This Family Self-Sufficiency graduate leveraged her earned escrow with IDEA funds and Scottsdale's 1st Time Homebuyer assistance to purchase her first home in Scottsdale.

List of top services in FY 2003/2004

Provided Section 8 Rental Assistance to low-income families.

Administered the Community Development Block Grant Program for the City of Scottsdale, which provides federal grant funds for housing and social service programs in the community.

Administered the Family Self-Sufficiency and Job Prep programs.

Managed the federal grant contracts for the HOME program, which provides federal grant funds for housing in Scottsdale. Managed the grant contracts funded through the city's General Fund and the Scottsdale Cares Program.



Program Highlights in FY 2003/04

- The Section 8 program provided over \$4.7 million in rental assistance to over 660 families in the private rental market. Achieved a 97% unitization rate (units leased) for the year.
- The Family Self-Sufficiency program graduated four participants in FY 2003/04; the FSS participants received over \$28,500 in escrow funds that the graduates earned while participating in the program.
- The City Council approved the Section 8 homeownership program entitled Home Ownership Assistance Program (HOAP). The program allows Section 8 participants the ability to use their rental assistance for mortgage payments or down payment assistance to purchase a home.
- A non-profit agency acquired sixteen affordable rental units using federal HOME funds and the City's general funds.
- The 1st Time Homebuyer Program provided down payment assistance to 6 families to purchase homes in Scottsdale.

While in the Family Self-Sufficiency Program, this participant earned her Master's degree in Education, worked part-time, volunteered through Americorps, and raised her two children. She used her earned escrow to purchase her first home. She and her children love having their own backyard.



Community Services of Arizona prepares Scottsdale residents to become homeowners through their HUD approved 1st Time Homebuyers workshops offered at Vista del Camino and Paiute Neighborhood Center.



***Community Development
Block Grant Funds***

The Community Development Block Grant (CDBG) program is a federally funded program administered by the U.S. Department of Housing and Urban Development (HUD). Scottsdale, as a participating local government, automatically receives funds on an annual basis. The CDBG program provides funding for projects in five general categories: public service activities, and four non-public service activities that include public facilities, economic development, housing rehabilitation and project planning.

Public Service Activities:

Total Funds: \$210,000

Advocates for the Disabled, Inc. - *Disability Claim Service*
Big Brothers/Big Sisters of Central Arizona - *Scottsdale Mentoring*
Boys and Girls Clubs of Scottsdale - *Operation Outreach*
Central Arizona Shelter Services (CASS) - *Main Shelter Equipment - Shelter Beds*
Chrysalis Shelter - *Scottsdale Domestic Violence Shelter*
Community Information & Referral - *CONTACS Hotline*
Homeward Bound - *(Transitional Housing) Case Management and Employment Services*
Save the Family - *(Transitional Housing) Case Management and Supportive Services*
Scottsdale Training & Rehabilitation Services (STARS) formerly Foundation for the Handicapped - *Community Based Employment Program*
Tempe Community Action Agency
Scottsdale Senior Action Nutrition Program
Senior Peer Counseling Program

Non-Public Service Activities:

Total Funds: \$979,000

City of Scottsdale - *Housing Rehabilitation Program*
Community Services of Arizona (CSA) - *First Time Homebuyer Program*
Foundation for Senior Living - *Emergency Repair Program and Housing Rehab Program*
Community Bridges (formerly East Valley Addiction Center) - *Transitional Redevelopment Center for Women and Children at risk*

City of Scottsdale General Funds

The City of Scottsdale supports human services within the community by awarding funds to non-profit agencies. The city budgets for these services annually in the General Fund based on five funding categories: brokerage services, domestic violence (shelter services), legal services, regional shelter services and senior services.

General Fund Agency Contracts

Total Funds: \$439,978

Beatitudes Center D.O.A.R - *Volunteer Interfaith Caregivers (VICaP)*
Mesa Community Action Network (Mesa CAN) - *East Valley Men's Center*

Central Arizona Shelter Services (CASS) - *Regional Emergency Shelter/Supportive Services*

Experience PLUS - *Scottsdale Experience Plus (Employment Services)*

Chrysalis Shelter - *Domestic Violence Advocate at Scottsdale Domestic Violence Shelter*

PREHAB of Arizona - *La Mesita - A Family Shelter*

Community Legal Services - *Removing Barriers to Justice (Legal Assistance to Low/Moderate Income Families)*

Jewish Family and Children's Services -
Scottsdale Home Based Geriatric Program
Bilingual Master's Level Counselor

Salvation Army - *Emergency Assistance to Scottsdale Residents*

Scottsdale Unified School District - *Prevention Services*

Arizona Community Foundation Funds

The Endowment Program distributes funding generated from citizen and corporate donations, matching funds from the Arizona Community Foundation and other investment earnings. The program provides ongoing opportunities for fund growth through citizen and corporate donations and asset funds management by the Arizona Community Foundation. Each year, the Human Services Commission evaluates applications for Endowment Program grants and makes funding recommendations to the City Council.

Endowment Program Grants

Total Funds: \$3,000

Foundation for Senior Living - *youth volunteer home repair assistance program for persons in need*

Concerned Citizens for Community Health - *purchase costumes for Vista del Camino Ballet Folklorico members*

City of Scottsdale Paiute Neighborhood Center - *incentive excursion program for neighborhood youth who have been successfully involved in after-school tutoring and who raised their grades during the year*

Scottsdale Cares is the City of Scottsdale's voluntary utility bill donation program. Initiated in May 1995, Scottsdale Cares receives approximately 13,000 each month from Scottsdale residents - one dollar at a time.

Scottsdale Cares is an easy way to help neighbors in need by adding \$1.00 to the monthly water bill to support human service programs. These dollars are then awarded annually to non-profit agencies providing human service activities in Scottsdale. The priorities for funding are: 1) promote the positive development of youth, adults and seniors; 2) strengthen the capability of families and the self-sufficiency of adults; and 3) assist Scottsdale residents of all ages in addressing crisis needs.

Scottsdale Cares Agency Contracts - FY 2003/04
Total Funds: \$190,000

Aid to Adoption of Special Kids
Family Support and Preservation Services

AIDS Project Arizona
Family Care Services

Area Agency on Aging
Benefits Assistance Program

Assistance for Independent Living, Inc.
In Home Services for the Frail Elderly

Body Positive
Client Support Program /In Home Respite Care/Positive Pals

Camp Fire
Scottsdale Youth Outreach Programs

Child Crisis Center
East Valley Emergency Shelter Program

Community Bridges (formerly East Valley Addiction Council)
Acute Medical Detoxification

Community Information and Referral
24-Hour Community Help-line

Concerned Citizens for Community Health
Emergency Service: Rent, Utilities and Food

Free Arts of Arizona
General Operational Support

Mental Health Association of AZ
Information & Referral/Peer Support; OPTIONS

PREHAB of Arizona
La Mesita Child & Youth Development Center

Scottsdale Training & Rehabilitation Services (STARS)
formerly Scottsdale Foundation for Handicapped -
Facility Based Training & Employment Program

Teen Lifeline, Inc.
General Support

Tempe Community Action Agency
South Scottsdale Home Delivered Meals

Valley Center of the Deaf
Counseling for Hearing Loss & Hearing Health

Valley of the Sun YMCA/Scottsdale South
Scottsdale South YMCA Paiute Teen Center

Highlights in FY 2003/04

- Twenty-four City employees pledged, though payroll deduction, \$1,439 in donations for calendar year 2004. Scottsdale Cares was one of many choices given to employees as part of the Scottsdale Employee Charitable Choices campaign in the Fall of 2003.
- The Scottsdale Interfaith Network selected Scottsdale Cares as their charity of choice for proceeds from their Interfaith Retreat in February 2004 resulting in a \$410 donation.



"I give to Scottsdale Cares because I think it is our responsibility to help others in need. Also, you never know when you might be in the same situation as those you are helping. Every resident of Scottsdale is lucky to have as much as we do and I think it's important to remember that."

Alice Sipos
Scottsdale Resident and
City Employee



Scottsdale Cares
Open your heart for a neighbor

Human Services provides space in its facilities (centers) to share with other service providers (agencies). The “brokerage” of rooms, utilities, maintenance and storage is done at no cost to the agencies, with the agreement that they provide services to residents at the city facilities. Consequently, residents are able to utilize the services of these agencies and receive human services in one place, and the family as a whole can participate in several programs. The ability to brokerage space is cost effective and builds a true community center. The calculated benefit to Scottsdale residents is \$3,169,631.

**List of Agencies that have partnered with the City for
FY 2003/04 under the Brokerage Concept**

Total Annual Support: \$349,975

Vista Del Camino

- Arizona Department of Economic Security
- Community Legal Services
- Concerned Citizens for Community Health
- Food Plus
- Gleaners
- Jewish Family and Children's Service
- Juvenile Probation
- Salvation Army
- Tempe Community Action Agency - Sr. Nutrition Program
- Yaqui Behavioral Health

Civic Center Senior Center

- Special Transport Services
- Benefits Assistance/ Area Agency on Aging
- Brown Bag Gleaners
- Guardianship Review
- Pets on Wheels
- Plus 50
- Lawyer
- Tempe Community Action Agency-Sr. Nutrition Program
- Tempe Community Action Agency-Peer Counseling
- Waste Not

Paiute Neighborhood Center

- AARP 55 Alive
- AARP Tax Assistance
- Boys and Girls Club
- HEADSTART
- Jewish Family and Children's Service
- Mental Health Association Support
- Rio Salado Community College ESL Classes
- Scottsdale Community College
- Scottsdale Healthcare
- Scottsdale Unified School System
- Scottsdale Prevention Institute
- YMCA Early Childhood Learning Center
- YMCA Branch
- YMCA Teen Center

Via Linda Senior Center

- AARP 55 Alive
- AARP Tax Assistance
- Alzheimer's Caregivers
- Area Agency on Agency
- Audiology Services
- Avada
- Benefits Assistance
- Master Gardener
- Valley Center for Deaf
- Vision Screening



Thanks to our volunteers - the heart of the Scottsdale Community

Volunteers are an integral part of the overall Human Services operation. Founded on the spirit of volunteerism, Human Services boasts the largest number of volunteers of any division in the City. A total of 855 volunteers logged 64,757 hours in Fiscal Year 2003/2004, which is equivalent to 31 full-time staff members. This year Mayor Manross thanked Human Service volunteers for their dedication at a Volunteer Appreciation Reception held at City Hall in April 2004. The Human Services Commission also paid special tribute to volunteers at an April meeting.

Volunteer opportunities are diverse and volunteers make a difference in a wide array of Human Services programs such as the following:

- Back-to-School Clothing & Holiday programs for children from low-income families and homebound seniors
- Clothing Bank and Food Bank for low-income families
- Front Desk coverage for enhanced customer service
- Tutoring, reading, and pen pal programs involving seniors and youth
- Human Services Advisory Commission

Human Services Volunteer of the Year Award 2004



Group Award - Via Linda Knitting Group



Individual Award - Jesus Felix



Via Linda volunteers



Civic Center volunteers

Volunteers	Hours Donated	Cost Savings *	
Civic Center Senior Center	236	28,529	\$471,870
Human Services Commission	7	332	\$ 5,491
Paiute Neighborhood Center	112	5,788	\$ 95,734
Via Linda Senior Center	247	20,012	\$330,998
Vista Del Camino	250	10,063	\$166,442
Youth & Family Services	3	33	\$ 546
TOTAL	855	64,757	\$1,071,081

* \$16.54 per hours used in Cost Savings calculation

A Few Highlights

- Twenty-five Civic Center senior volunteers served 200 hours as pen pals to 5th grade students at Hohokam Elementary school promoting writing skills and an intergenerational connection.
- Fourteen Via Linda volunteers, at Via Linda Senior Center, devoted their time to help over 300 people per month offering support groups to cope with issues such as grief, divorce, depression, disease and life transitions.
- Seventeen Partners for Paiute Board Members dedicated 336 hours and raised over \$50,000 to support programs for youth, seniors and domestic violence victims.
- Seventy-four Vista volunteers helped distribute clothing and school supplies to 610 low income youth during the Back-to-School program.



*Vista del Camino Volunteer
Award recipient*



*Vista mother & daughter volun-
teers from the National Charity
League*



Paiute Neighborhood Center volunteers

The place to improve the world is first in one's
own heart and head and hands.

Robert M. Persig

*Hands are how we show caring.
We reach out to console,
to comfort and to strengthen.*

*The reassuring shake of a
friendly hand...the gentle touch
on a child's forehead...the simple
gesture of a wave hello.*

*What we do with our hands
shows the caring in our hearts.*





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